



VERIDA

INDIANA PROVIDER REIMBURSEMENT GUIDE

A Guide for
Successful
Submission of
Clean Claims



Table of Contents

Welcome to Verida.....2

 Claims Contact 3

Claims Frequently Asked Questions..... 4

 Claims Representative 4

 Reimbursement..... 4

 Reimbursement Documentation 5

Provider Reimbursement Quick Reference Guide (QRG) 6

Trip Reimbursement Form Instructions..... 8

 Provider Information: 8

 Trip Information 9

 Payment for Multiple Passenger Trips..... 10

 Ride Share Member’s..... 10

Trip Reimbursement Form..... 11

EMS Eligible and Enrolled Providers 12

Health Insurance Claim Form (CMS 1500) Tip Sheet 13

Claims Upload Zendesk submission 14

To upload your documents (originals or resubmits), please follow the steps listed below. 14

Step 1 - Log in to Provider Portal 14

Step 2- Select “? Help Center & FAQs “ 14

Resubmitting a Denied Paper Claim 16

Denial Legend..... 19

Electronic Resubmission 20

Electronic Resubmission/ Permissible Denial Codes 26

Claims Review Process 27

 Mobile Device Technical Issues..... 27

 Denied Trips 27

 Submitting Claims Review..... 27

Filing a Dispute..... 28

Claims Review Cover Sheet..... 29

Receipt of Reimbursement.....30



We are pleased to have you partner with us as we drive the future of non-emergency transportation.

At Verida, we process all claims according to our contractual guidelines with FSSA.

This reimbursement guide provides you with what is required when submitting a Trip Reimbursement Form.

We are dedicated to making sure we provide you with the information you will need to submit a clean claim and receive reimbursement for your transports.

Please contact the Claims Department with all claims related questions.

Thank you and welcome to Verida.

Claims Department



